

MINIUTES OF THE MEETING OF THE WINCHMORE HILL WARD FORUM HELD ON WEDNESDAY, 20TH APRIL, 2016

MEMBERS: Councillors Dinah Barry, Elaine Hayward and Ertan Hurer and Bambos Charalambous (Cllr Charalambous left for another meeting at 8.45pm)

8. REPORT FROM LOCAL POLICE

PC Denise Thorpe gave a report covering the last three months.

- **Burglaries and car crime:** theft of and from vehicles, is lower than for the same period last year in Winchmore Hill although the last two months have seen a “massive rise” in burglaries in N13 and N14 nearby.
Most burglaries are taking place through patio doors or first floor windows at the back of properties by breaking the glass.
- PC Thorpe has been taking measures to help us to be more secure:
 - delivering notices to houses if they have been left in darkness, making it evident that no one is home,
 - delivering notices advising people who have UPVC doors how to lock them securely,
 - checking motor vehicles to ensure that valuables are not left on display,
 - checking car doors are locked - they often aren't. Residents should make sure that their automatic locking systems are actually working!
- The woman who was calling door-to-door and was thought to be linked to some of the burglaries was given a custodial sentence.
- There have been a lot of **ATM thefts** especially from Barclays bank in Station Road and from Sainsburys on Green Lanes.
In many cases two people work together. They stand close and observe your pin number then one distracts you, e.g. drops a £10 note and tells you that you dropped it or says the machine is not working; while you are distracted the other steals your card.
- There have been a number of complaints of non-residents loitering on the stairs of **Moor Park House**. The police have not found anyone when they have visited but have asked the council to install doors to the stairs so that they are not open to the public.

9. FIRS FARM FESTIVAL

Toni Guiver, Chair of the Friends of Firs Farm gave an update on the work that is being done there and spoke about plans for the Festival to celebrate this (see attachment).

- **The Festival will be held on Saturday 16 July 2016.**

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- There is a **planning meeting on Tuesday 26 April, 7.30pm at Winchmore Sports Club**, Fords Grove, N21 3DN. For details see the festival page on the web site: <http://www.firsfarmn21.org/summer-festival-fun-16th-july-2016/>
- All this work was started by the Friends of the Park who are volunteers with help from the council and Thames 21. If you would like to join or find out more you do so through their web site: <http://www.firsfarmn21.org>.

10. COUNCIL COMMUNICATIONS

Mark Stone, Interim Assistant Director Transformation, (Finance, Resources and Customer Services) gave a short presentation, answered questions and listened to concerns.

- Figures for London councils show that it costs 28p for a council to deal with a report made on-line. It costs £25 for a council to deal with a report made on the phone.
- Vulnerable children and adults e.g. those suffering abuse, are far more likely to report a problem on-line than over the phone.
- The council recognises that not everyone wants to go-online. However the more people do so, the more phone lines are available for others.
- Although Enfield has, like all councils, has had to make cuts to save money, it is in the bottom 10% for staff reductions in the UK.

WEB SITE

- A new web site was launched recently and will soon replace the old one. (They are currently both working.)
- Because of the variety of things the site covers, it is 20 times the size of Tesco's site and 40 times that of John Lewis.
- Over 200 residents were involved in designing the new site including people from the over 50s forum.
- There has been a four-fold increase in use of the web site following the launch of the new one.
- About 2,500 people have provided feedback on the new site. 87% has been positive which is much better than for the old web site - about 13%. (62% of Enfield residents regularly use the internet but only 6% were using the old web site.)
- The more people who use the site, the more problems can be identified and resolved. Over 13,000 small improvements have already been made as a result of feedback.
- More feedback would be helpful especially in the first two weeks of May when more material is being added.
- The site allows residents to communicate with the council at any time of the day, seven days a week.
- Reports made on-line go directly to crews on the street and soon it will be possible for a response to be sent to the person who reported the issue.

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- Reports made on-line enable the council to map issues and identify hotspots thereby working more efficiently.
- No password is needed to make a report. One is required for transactions that use personal data e.g. paying Council tax.
- If you do use your Enfield Connected account when reporting a problem it enables a response to be sent to you.
- Enfield has one of the largest WiFi networks in the country.
- Experian Research and Cabinet Office figures show that 89% of residents in the UK now have the ability to go online.
- There is an Enfield app available for smart phones.

PHONE CENTRE

- Enfield has one of the largest call centres in the country.
- It deals with 175,000 calls each year.
- The most common phone calls are requests for a service update. As more people use the on-line service and receive feedback through that, these will reduce making it easier to access the phone service.
- The new system will have information about wait times and will be able to route calls to an officer in the appropriate department who is available to answer the call.

Vicki Morgan, Head of Electronic Channels (Gateway Services - Finance, Resources and Customer Service) provided a written report - attached.

11. ISSUES RAISED BY RESIDENTS

- The council cannot force people to complete developments for which planning permission has been given. When planning permission is given work has to *start* within a given period of time, usually three years; no finish time is required; there are many good reasons why work may be delayed. When developments are delayed as has happened to two In Seaforth Gardens, officers do check to ensure that there is no risk to the public.
- A letter outlining proposed changes to arrangements at Fords Grove car park has been sent to residents living nearby. The letter says that these proposals "... are part of (the) Cycle Enfield proposals..." and are being made to "... facilitate short-term parking at Fords Grove so that it can better support local shops and services." The letter asks recipients to submit any comments by 4 May 2016.
- Fireworks let off on The Green are causing concern. It is illegal to let fireworks off in the street or in a public place. Persons may only let fireworks off on private land, either their own or where they have the landowner's permission. The council has not given permission for fireworks on the Green. These fireworks could be reported to the police on 101. Alternatively, phone 020 8379 1000 or report to the council on-line. The phone lines are open during office hours and from 9.00pm - 2.00/3.00am on Friday and Saturday nights. An officer will then come out to visit immediately or as soon as possible if they are already on a call.

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- Concerns about park gates at Grovelands being left unlocked and problems at Barrowell Green recycling centre have been reported.
Council officers have since confirmed that our tracking system shows that the gates were locked. Some residents have keys to the park e.g. The Bowls club so the gates can be unlocked again after officers have locked them. DB.

12. NEXT MEETING

21 June 2016
7.30pm - 9.30pm
The Orange Tree, Highfield Road, N21 3HA



Who are we?

A Local Friendly Group!

The Friends of Firs Farm is a recently formed non-profit group dedicated to making Firs Farm more enjoyable for all the community. We currently have over 50 members with a strong committee group. We meet regularly to improve Firs Farm.



Firs Farm Young Volunteers

More information: www.FirsFarmN21.org



LOVE YOUR GREEN SPACE?

HELP the Friends
Of Firs Farm to
Protect, Maintain & Improve
YOUR
Firs Farm



hello@firsfarmn21.org

Like us on: www.facebook.com/FirsFarmParkN21

Whatever your Talent or skills We could use them

We need help in:

- Enhancing and protecting wildlife.
- Fund raising.
- Improving access and paths for ALL.
- Planting wetlands for the new watercourse

Are you a nature lover, walker, runner, cyclist or someone who enjoys their green space with their family?

HAVE YOUR SAY



Come & join the Friends

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Changes in Firs Farm over the last 18 months Thanks to numerous **community and corporate volunteers** Plus the working partnerships we have with LBE, Thames Water and Thames21 and too many to mention

The Friends need more **“Active group members”** to help with even more improvements as part of the overall transformation of Firs Farm set out on our **5 yr plan**

Tonight it’s not all about the Friends and our awards and what we have done but about the Celebrations.

What have we got to Celebrate? Launch of the Wetlands -

In the beginning - 2014 A flat green piece of land to a lovely vibrant wetlands.



Set in idyllic surroundings Firs Farm Wetlands is a nature haven in Winchmore Hill. Pond dipping, nature trails, educational tours, a relaxing walk or family picnic are some of the things you can do when visiting the Wetlands. To find out more about how you can enjoy this newly created local oasis contact The Friends of Firs Farm, a volunteer group who are passionate about the environment and bio-diversity and manage many corporate and community events at Firs Farm Wetlands.



What's coming up over the next few weeks:-

1. New Entrance in Firs Farm due to be completed this week
2. The NEW path from the A10 to the car park is due to be ready before the May bank holiday
3. Watercourse through the woodland work starts next week - weather permitting of course
4. The boardwalks across the wetlands will be put in place in May now (delays obtaining materials from Germany apparently)
5. Also happening in May/June ready for the Festival: The pond dipping platform . A wildlife Hide, Education area, Woodland walk of orchard type trees
6. Tomorrow you will see Thames21 and Corporate Volunteers working on planting in Firs Farm

It's already making a difference to people's lives:-**Health**

More people walking jogging and families out to look at the wildlife and playing along the watercourse instead of sitting in front of laptops / TV's.

The informal seating and new benches provide somewhere to sit and enjoy the peaceful surroundings, the wonderful new landscape and watch the wildlife.

This is encouraging more and more people to come outdoors especially children away from technology. .

Education More and more schools are now coming to Firs Farm T21 FoFF ongoing partnership working together to support local schools benefit from this wonderful educational resource on their doorstep.

THE BIGGEST SUDS wetlands of its kind in the UK possible Europe

Wildlife - Working with Scout groups and young offenders building habitats.



Recreation - More and more local people are using the park: families, wheelchair users, walkers joggers cyclists,

Time now for some fun... Saturday 16th July 2016 Firs Farm Wetlands Festival to Launch the Wetlands and the NEW Firs Farm But we need your help to celebrate

The next meeting to discuss the Firs Farm Wetlands Festival is:

Tuesday 26th April Winchmore Sports Club 7.30 pm

Put it in your diaries now please and tell friends neighbours and work colleagues

Join the Friend for Free - No Membership....

Please take a visit to the park and the web site <http://www.firsfarmn21.org> if you are interested in knowing more about the Friends... Thank you

Gateway Services

Electronic Channels – telephony & online

BACKGROUND

- Electronic channels provides the telephone (020 8379 1000) service for the Council and will increasingly be providing customers with assistance to self-serve online, as more and more online services become available – such as using web-chat to assist customers having questions while using Enfield's website.
- Currently the telephone team deals with a wide range of enquiries about all Council services. For example: basic Council Tax and Benefit enquiries, Housing enquiries (including repairs), Rubbish and Recycling issues, Environmental issues, Planning, Registrars bookings, Informed Families.
- It is our aim to deal with as many calls at the first point of contact as possible, although sometimes we will need to pass the enquiry to one of the service area teams to resolve. We keep a record of this, so can trace the enquiry if the customer has to call back.
- Resolving as many enquiries at the first point of contact within the Call Centre as possible can lead to longer call handling times. This is while the Customer Service officers work through the customer's enquiry to its conclusion and reduces the need for customers to make repeat calls.

PROGRESS

- More online functionality is being made available in coming weeks, such as being able to book appointments for the Registrar's service, Rent account information for Tenants, Benefits and Council Tax information for customers. Future developments will continue to bring more services online for customers.
- We strongly encourage all residents to sign up for an Enfield Connected account to enable them to use online services at a time and place that suits them. If customers can use and have access to the internet, an Enfield Connected account will be the best way to access the majority of Enfield Council's services
- For those customers who cannot use, or do not have access to the internet we recommend visiting one of the four main libraries – Enfield Town, Edmonton, Palmers Green and Ordance, or an access point, such as the Civic Centre, where staff will be able to offer assistance to enable customers to self-serve
- The telephone service will remain in place for those services that are not yet online, or for those who have an emergency or complex issue and are unable to use self service.

RECRUITMENT

- Recruitment to all vacant posts within the Electronic channels team is almost complete – we are phasing the start dates for new staff to ensure they are fully trained before being put on the 'phones
- Training is extensive to ensure that data protection and safeguarding is in place for customers as well as good service knowledge. Due to the very wide range of services the Council offers, it takes several weeks for a new Customer Service officer to complete their training and be confident to deal with customer enquiries
- We start up to 10 staff at a time to minimise the impact on the remainder of the team to allow them to continue to deliver services to customers. Part of the training involves shadowing with a more experienced officer, so we limit the numbers being trained to reduce the impact of the training on customers.
- The first group of new starters are in training now, the next group will start before the end of April and the final recruits will be in place by late May 2016. As each new group of staff go onto the 'phones, customers will begin to notice an improvement in call waiting times.

Vicki Morgan, Head of Electronic Channels – Gateway Services Finance, Resources and Customer Service

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